

CHILDCARE CASE STUDY

Oorama & easyEMPLOYER working together



NAME: Oorama Education

INDUSTRY: Childcare

WEBSITE: www.ooramaeducation.com.au

VITAL STATS:

- Growing childcare group, with sites in Victoria & ACT.
- Currently, 250+ staff across 8 sites plus head office.
- Expanding to 400+ staff across 12 sites, over the next 12 months.
- Head office located in ACT.
- 5 head office staff for central management, including payroll.

Before easyEMPLOYER...

Frustrations

- Creating rosters to take into consideration child/carer ratio numbers and staff availability frustrating and time consuming.
- Difficulties keeping staff informed of rostered shifts, working times etc particularly shift swaps / changes / updates.
- Inability to track working times of staff - resulting in known and unknown time creep with shifts and leave.
- Inability to track and report on staff attendance for performance reviews / pay negotiations.
- Inability to 100% ensure sufficient staff to child ratios across each site on any given time / day.
- Large payroll processing overhead of 2+ days per pay run, coupled with payroll errors causing additional resolution overhead.
- Limited visibility and therefore understanding of labour costs and budget requirements across the group.
- Loss of internal corporate knowledge through departing of admin / payroll staff.
- High levels of stress and frustration for head office in coping with a geographically dispersed business going through a growth phase.
- No streamlined procedures or centralised systems in place to cater for planned growth of the group.

After easyEMPLOYER...

Solutions

- **Staff managed availability / leave with an approval system** for centre directors and head office.
- **Streamlined roster solution** for centre directors utilising base templates.
- **Automatic communication systems** for shifts, swaps and changes to staff via email / SMS.
- **Biometric 'self-service kiosks'** at each site for accurate staff clocking, checking shifts, viewing notices, etc.
- **Customised business rules system** to enforce budgets throughout the system.
- **Accurate labour cost and attendance reporting** for centre directors and head office.

Using easyEMPLOYER to manage their workforce is saving Oorama Education valuable time and money whilst eliminating frustration and error prone processes.

Oorama have been able to solve a number of staff management issues using easyEMPLOYER and it has allowed them to move forward with the peace of mind of knowing that everything is being done – and being done correctly!

The reduction of admin overhead has allowed Oorama to focus resources on providing first class care to the children in their care and grow their business Australia-wide.

Additionally, easyEMPLOYER provides a flexible solution that can be rolled out across their whole group and maintained both centrally and from each individual site. This is crucial to supporting the Oorama business as it continues to grow.

Easy!



- **Real time access** to clocked times and attendance levels, accessible from any device with an internet connection (i.e. at work, at home, head office, on the run).
- **Award management system** for easy management of relevant industry awards (Children’s Services Award and Educational Teachers Award)
- **Timesheet processing system** for automatic application of relevant awards to weekly timesheets to generate payroll totals for all staff.
- **Automated web based payroll solution** (pay slips, tax, PAYG, super) with seamless integration into easyEMPLOYER and MYOB, further reducing payroll administration time over MYOB.
- **Centralised multi-site management system** to access all sites from a single online interface with one user account, accessible from anywhere with an Internet connection.

Outcomes

Time savings:

- Considerable time saving (up to 6 hours per week) for centre directors when managing availability / leave , creating and maintaining rosters and authorising and approving timesheets and leave.
- Significant time saving for payroll processing – currently estimated at around 75% of total time spent processing payroll.

\$\$\$ savings:

- Considerable money savings achieved from eliminating time creep and applying business rules to enforce budgets – currently estimated at around 4% of total annual labour costs.
- Return on Investment (ROI) made within 6 months.

Eliminating errors:

- Eliminated potential for human error with manual processes and data entry into MYOB (timesheets, new employees, pay rates).

Gaining visibility & control:

- Detailed labour cost and attendance reporting across the group.
- Increased control of business processes and now have peace of mind knowing that everything is being done, and being done correctly.

We helped make it easy!

75% of time
= *cut!*

4% of annual
labour costs
= *saved!*

Peace of mind
= *gained!*

“We were impressed by how quickly the easyEMPLOYER team were able to understand our business environment, assess our current processes and identify more efficient ways for us to manage our large multi-site workforce. They worked with us to ensure our solution was delivered on time, on budget and with little disruption to our daily operations.

easyEMPLOYER gives us real time control of our large workforce across our multiple sites. We can quickly and easily see how many staff we have working at any given time, at any of our interstate locations - right down to who is working within each room.

It also provides us with wage forecasting, budget controls, leave tracking and business rules that all work to control our labour costs and this has resulted in significant money savings across the entire organisation.

Using easyEMPLOYER we now have a highly effective mechanism for managing our large workforce across our multiple sites – it has brought us the level of control and peace of mind that is absolutely invaluable in our industry.”

Fiona O’Donnell, Managing Director – Oorama Education

